



Active Listening

Participant Manual

Learning Objectives

During this course, you will:

- Learn more about the listening process and the different types of listening
- Discover your personal listening style
- Define active listening and better understand the value of being an active listener
- Learn how to become an active listener



Course Takeaways

When you leave here today, you will be able to:

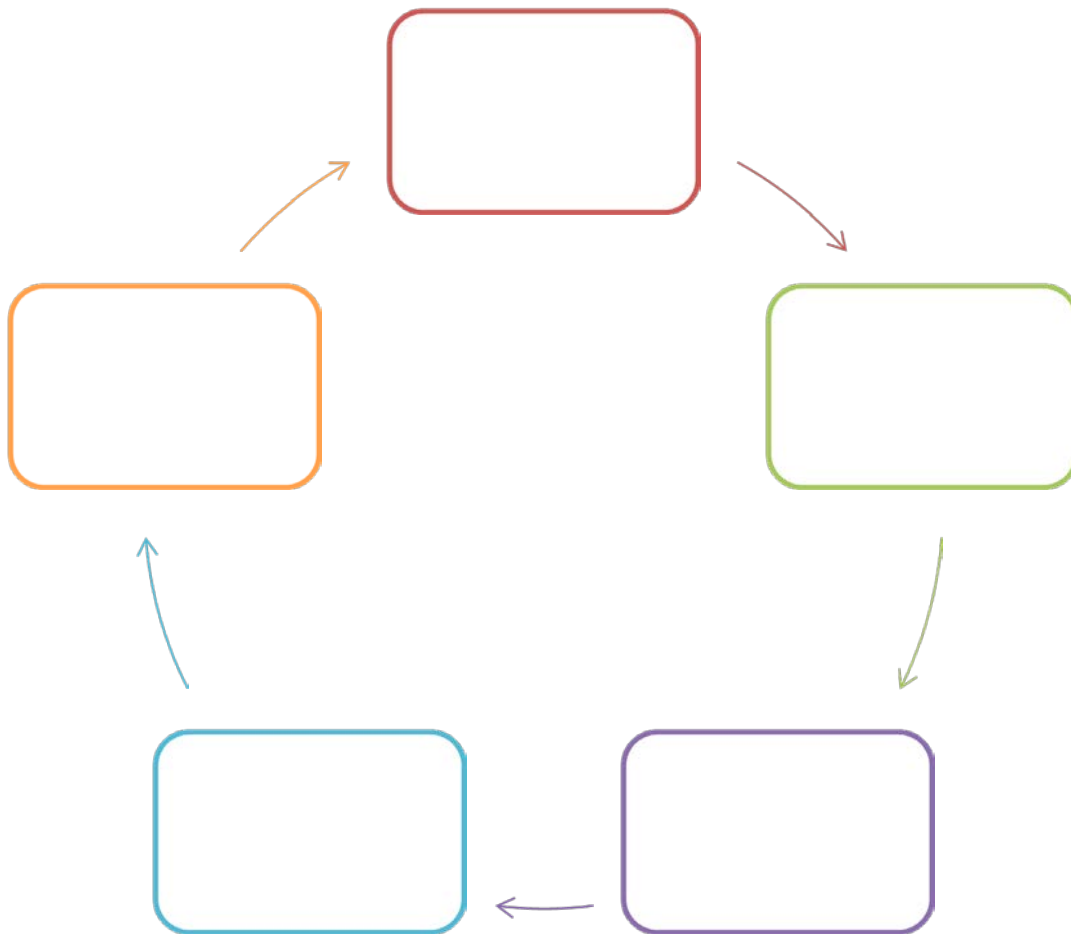
- Practice being an active listener
- Understand and use your listening style



Hearing vs. Listening

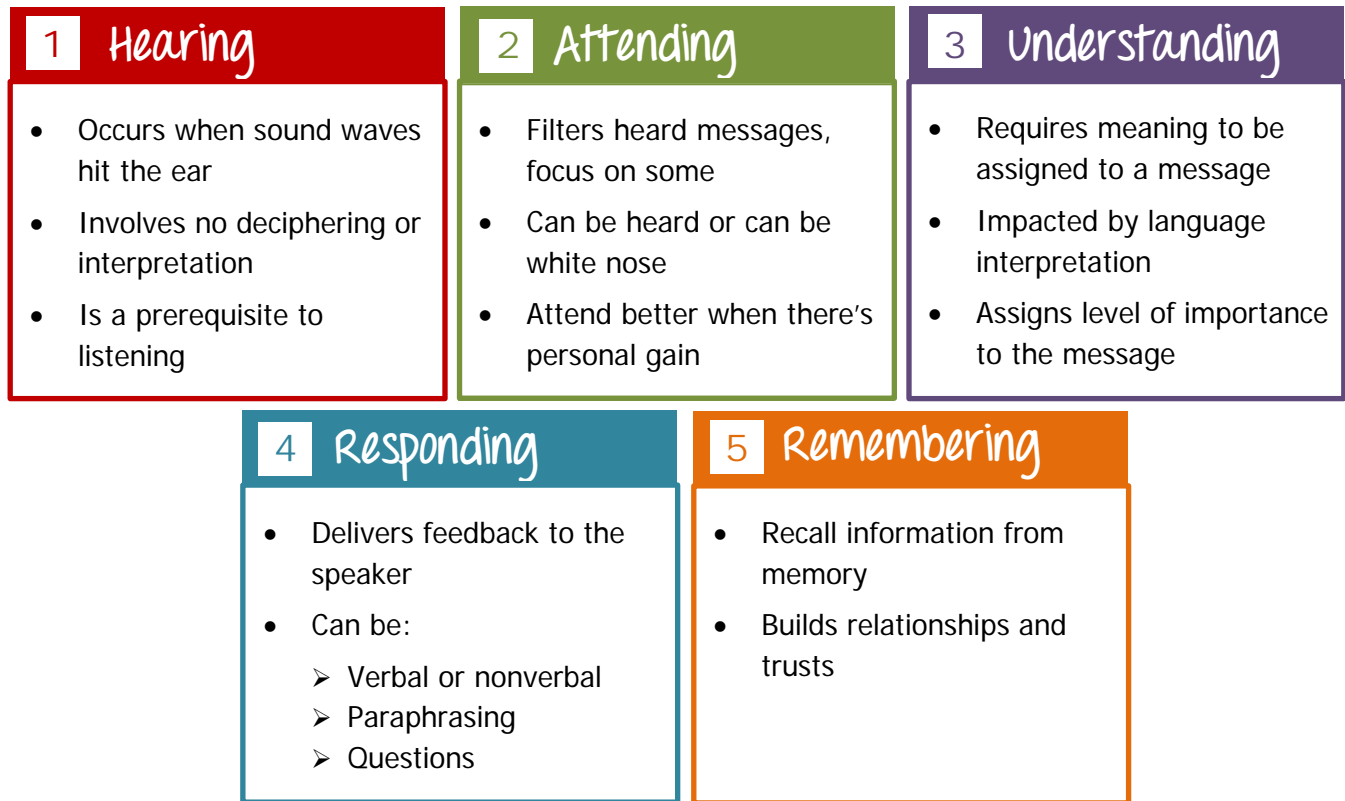
Hearing	Listening
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Listening Process



Notes:

Listening Process



Notes:

Types of Listening

Informational

- Perceives info
- Requires no criticism/judgment
- Focuses on key points

Critical

- Requires understanding
- Looks for evidence
- Checks for logical reasoning

Appreciative

- Listens for entertainment
- Does not involve analyzing

Empathetic

- Focuses on the speaker's emotion
- Allows the listener to see another point of view

Types of Listeners

Detached

- Avoids eye contact
- Withdrawn
- Lacks enthusiasm
- Seems inattentive, disinterested & bored

Passive

- May make eye contact
- Fakes attention
- Uses little energy/effort
- Appears calm & laid back

Involved

- Provides some eye contact
- Has an alert posture
- Gives some attention
- Reflects on the message to a degree

Active

- Has an alert posture
- Uses direct eye contact
- Provides full attention
- Participates fully

Listening Style Inventory

The following items relate to your listening style within your work setting. Please read each question and quickly indicate your opinion by marking the appropriate box.

1. I want to listen to what others have to say when they are talking.
<input type="checkbox"/> Almost always <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> Almost never
2. I do not listen attentively when others are talking.
<input type="checkbox"/> Almost always <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> Almost never
3. By listening, I can guess a speaker's intent or purpose without being told.
<input type="checkbox"/> Almost always <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> Almost never
4. I have a purpose for listening when others are talking
<input type="checkbox"/> Almost always <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> Almost never
5. I keep control of my biases and attitudes when listening to others speak so that these factors won't affect my interpretation of the message.
<input type="checkbox"/> Almost always <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> Almost never
6. I analyze my listening errors so as not to make them again.
<input type="checkbox"/> Almost always <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> Almost never
7. I listen to the complete message before making judgments about what the speaker has said.
<input type="checkbox"/> Almost always <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> Almost never
8. I cannot tell when a speaker's biases or attitudes are affecting his or her message.
<input type="checkbox"/> Almost always <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> Almost never
9. I ask questions when I don't fully understand a speaker's message.
<input type="checkbox"/> Almost always <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> Almost never
10. I am aware of whether or not a speaker's meaning of words and concepts is the same as mine.
<input type="checkbox"/> Almost always <input type="checkbox"/> Often <input type="checkbox"/> Sometimes <input type="checkbox"/> Seldom <input type="checkbox"/> Almost never

Listening Style Inventory Interpretation

The scoring for all questions, but 2 and 8:

"Almost always"	= 5 points
"Often"	= 4 points
"Sometimes"	= 3 points
"Seldom"	= 2 points
"Almost never"	= 1 point

For questions 2 and 8, the scoring is reversed:

"Almost always"	= 1 point
"Often"	= 2 points
"Sometimes"	= 3 points
"Seldom"	= 4 points
"Almost never"	= 5 points

Once you have calculated the points for your inventory, add them together to arrive at a score out of a possible 50 points.

Active (45-50)

The active listener gives full attention to listening when others are talking and focuses on what is being said. This person expends a lot of energy participating in the speaking-listening exchange, which is usually evidenced by an alert posture or stance and much direct eye contact.

Involved (38-44)

The involved listener gives most of his or her attention to the speaker's words and intentions. This person reflects on the message to a degree and participates in the speaking-listening exchange. The involved listener practices some direct eye contact and may have alert posture or stance, although this may be intermittent.

Passive (28-37)

The passive listener receives information as though being talked to rather than as being an equal partner in the speaking-listening exchange. While assuming that the responsibility for the success of the communication is the speaker's, this listener is usually attentive, although attention may be faked at times. The passive listener seldom expends any noticeable energy in receiving and interpreting messages.

Detached (0-27)

The detached listener withdraws from the speaking-listening exchange and becomes the object of the speaker's message rather than its receiver. The detached listener is usually inattentive, disinterested, and may be restless, bored, or easily distracted. This person's noticeable lack of enthusiasm may be marked by slumped or very relaxed posture and avoidance of direct eye contact.

What is Active Listening?

Write down the reasons that active listening is so important.

What are the benefits gained from active listening?

Combating Bad Listening Habits

Many people give reasons for not being good listeners; however, with practice, we can eliminate many of these causes.

Write down ways to combat bad listening habits.

Steps to Becoming an Active Listener

- | | | | |
|---|------------------------|---|--------------------------------|
| 1 | Pay Attention | 3 | Provide positive reinforcement |
| 2 | show you are listening | 4 | Provide effective feedback |

Summary

- Use different methods of listening to acquire assorted information
 - Informal (focuses on key points)
 - Critical (requires understanding, looks for evidence)
 - Appreciative (entertainment)
 - Emphatic (focuses on emotion, sees another point of view)
- Improve upon current listening style
 - Move from detached and passive towards involved and active listening styles.
- Take steps to become an active listener
 - Pay attention
 - Show you are listening
 - Provide positive reinforcement
 - Provide effective feedback